

The Capacity Test(s) shall generate all required system monitoring reports and data and demonstrate the capability to provide required data accurately and within the timeframes required by the State. If the test fails to support the methodology(ies) proposed by the Bidder, a revised Capacity Plan shall be prepared that is consistent with the final methodology(ies).

Bidder understands and will comply: Yes _____ No _____

Discussion (if any): _____

5.14.3.2 Automated Response Unit (ARU)/Customer Service Center (CSC) Test

The ARU system shall be tested to ensure that the system properly accepts, processes, and transfers calls as required in the ITP. The ARU and CSC shall be tested to ensure that the systems function accurately and comply with the specified performance requirements under anticipated peak volumes. In addition, all reporting requirements for the ARU and CSC shall be demonstrated and tested to ensure that required information is available and accurately reported within the timeframes required by the State and specified in the ITP.

Bidder understands and will comply: Yes _____ No _____

Discussion (if any): _____

5.14.3.3 Telecommunications Network Performance Test

The Telecommunications Network Performance Test shall be conducted on the EBT system's communications network(s) to ensure that the networks are capable of handling the anticipated transaction volume within the required response time and error threshold specified in the ITP, the FNS EBT regulations, and the Quest Operating Rules. Telecommunications network tests shall be conducted for networks established to support POS, administrative terminal, card issuance, and any other processing/operation required to support the EBT system.

Industry acceptable modeling techniques are a viable alternative to actual performance testing, if the Contractor can demonstrate to the State that the modeling techniques provide an appropriate level of confidence in the telecommunication network performance. Acceptance by the State of modeling as an alternative to actual performance testing does not eliminate or change the Contractor's responsibility to meet system performance requirements.

Bidder understands and will comply: Yes _____ No _____

Discussion (if any): _____

5.14.4 Third Party Processor and ATM Network Certification

The Contractor shall develop a written third party processor and ATM network Certification Plan. All third party processors and ATM networks wishing to participate in the California EBT system shall undergo certification, regardless of participation in other EBT systems. The Certification Plan shall describe in detail the objectives of the certification test, the proposed

certification requirements, the certification process, and required testing for certification/recertification.

Bidder understands and will comply: Yes _____ No _____

Discussion (if any): _____